GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:3769
ANSWERED ON:08.12.2016
Cleanliness of Toilets at Airports
Chandumajra Shri Prem Singh

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether complaints regarding cleanliness of toilets at airports in smaller towns have been received by the Airports Authority of India (AAI);

(b) if so, the details thereof and the action taken thereon;

(c) whether AAI has decided to form a Whats App group and use other IT tools to monitor cleanliness at such airports;

(d) if so, the details thereof; and

(e) the other steps proposed to improve cleanliness/hygiene at smaller airports?

Answer

Minister of CIVIL AVIATION

(Shri Ashok Gajapathi Raju Pusapati)

(a) : Yes, Madam. ;
;
(b) : Airports Authority of India (AAI) has received 277 complaints during the year 2016 from all its airports. However, only a few complaints pertain to smaller airports. AAI has taken immediate corrective steps to resolve the issues.;
;
(c) & (d) : AAI has taken various initiatives for improvement of operational efficiency and customer service excellence at selected airports viz., Chennai, Kolkata, Goa, Pune, Trivandrum, Coimbatore, Lucknow, Guwahati, Varanasi and Bhubaneshwar. One of the initiatives is to improve the cleanliness of toilets at airports. As a part of the initiatives, AAI has formed a Whats App Group to monitor the improvement. ;;

(e) : Improvement in standards of cleanliness/ hygiene at all airports is a continuous process. AAI has put in place a mechanism by forming a committee at its airports to ensure cleanliness standards at all airports.